



RETURNS INFORMATION

Your purchase comes with a **30-day returns policy** starting from when you receive your order. If you are not completely satisfied, you can return your order for a **full refund**, or to **exchange it for a different size**. It can take a few days to get used to our orthotic products, so please give your feet some time to adjust to the support. If you have trimmed your insoles, **you can still send them back to us**, don't worry! Some products will need to be returned in their original condition to qualify for a refund or an exchange. Visit <https://footactive.co.uk/delivery-returns> for more information.

HOW TO RETURN YOUR ITEMS

When sending items back to us, **please fill out the form below** and **include it within your return**. It is important that we know your order number so that we can identify your parcel upon receipt. We ask that customers cover the cost and arrange postage when sending items back to us.

Once we have received your return, we will process your request as quickly as possible. We do not charge postage when sending exchanged items back to a UK address. International exchanges will be subject to a postage charge.

Returns address: **FootActive, Unit 3, Murray Court, Wincanton Business Park, Wincanton, Somerset, BA9 9RX**

Name	
Order Number	
Item(s) Returned	
Refund / Size Exchange?	
Reason For Return / Size you'd like in Exchange	

If you need any help at all, please contact us at help@footactive.co.uk or call us on 01963 33088.